New Hampshire Division of Personnel
Bureau of Education and Training

Catalog of Computer Training Opportunities
for State, County and Municipal Employees

March 2014 – June 2014

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Mission Statement

Mission

The mission of the Division of Personnel, Bureau of Education and Training, is to provide quality education, training, and resource services to enhance the skills, knowledge, and abilities of government employees who provide services to the citizens of New Hampshire.

Guiding Principles

To meet our mission, the Bureau is committed to continuous improvement through the following principles:

- Providing quality training using skilled and knowledgeable trainers, facilitators, and teachers.
- Providing a variety of training opportunities and techniques to accommodate the individual needs of adult learners.
- Providing training resources and consulting services to government agencies.
- Providing training specified by RSA 21-I: 42.

Computer Training Staff:
Cynthia Jones, Human Resources Technician
Greg Taillon, Microsoft Master Instructor & Database Consultant

On Site Computer Training:
For information about customized computer training at your work site, please contact *Cynthia.jones@nh.gov* or at 271-1434.

Computer Training Programs

Product Versions

All computer classes utilize the Windows 8 Operating System and the suite of Microsoft Office 2010 products.

If you are using an earlier version of Office we highly recommend you take the Office 2010 New Features course.

If you have questions about a product version or if the computer class that you need is not listed, please call Cindy Jones, 271-1434. Every attempt will be made to provide such training if at all possible and feasible.

- Prerequisite Policy -

Please, Please, Please
adhere to the prerequisites for each course

Please call Cindy Jones @ 271-1434 if you have any Prerequisites questions.

If you are considering taking a level II course, you must have a fundamental understanding of how the software works. In addition, you must have a thorough understanding of how to work with and within the Windows environment.

Do not take a level II class immediately after taking a level I class. Allow yourself the time to develop practical skill sets and expertise before attempting the level II courses.

Failure to adhere to the prerequisites will result in two things: You will be overwhelmed and in need of a lot of help; the amount of material covered by the class will be dramatically reduced, in some cases by 50 to 75%.

Computer Courses

Access Database
Design Workshop

Duration: 1 day
Date: June 13, 2014
Time: 9:00 - 4:00
Cost: $125.00 includes materials
Number of participants: *6-12
Facility: BET Training Center
Instructor: Greg Taillon

For many new or intermediate database developers, it's difficult to know where to start when designing a relational database. It's easy to make the mistake of assuming that the functionality of a database will take shape over time, or the design will fall into place as you build the database. When you use a database program like Access 2010, you can't just start entering data. Instead, you need to create a relational database design, dividing your information into one or more tables, each made up of fields (which are like the columns in a spreadsheet). Tables are connected using relational joins, where a field in one table matches (relates to) a field in another. This course covers the steps to effectively plan and design functional, efficient databases. It is expected that students come into the class with a solid working knowledge of Access.

This workshop deals with the design of relational databases, database tables and their implementation and is designed for people who have a working knowledge of Access.

Learning Objectives:
- Gathering information to plan a relational database.
- Identifying relationships between tables.
- Normalizing data.
- Ensuring data integrity
- Determining queries needed for the database.

Topics covered include:
Gathering Information to Plan a Relational Database
Determine Database Purpose
Create a Preliminary Field List
Determine Fields and Group Fields into Tables
Identifying Relationships
Designate Primary Key Fields
Identify Table Relationships
Normalizing Data
Normalize to the First, Second, Third and Higher Normal Forms
Ensuring Data Integrity
Ensure Consistent Data and Prevent Field Data Errors
Determining Queries
Determine Select Queries and Calculations
Determine Action Queries
Improve Query Performance and Testing Queries

Who can benefit: Individuals who already use relational databases, and have a need to design or modify the design of tables to be used in a relational database management system. They know the basics of how to use a relational database, but do not know how to design a database.

Prerequisites: Before taking this course, you should have a basic understanding of your computer's operating system. For example, you should know how to launch an application, create and save files, and copy files from CD and other media. You should have some familiarity with data tables and basic knowledge of how to create queries in Microsoft Access. To ensure your success, we also recommend you first take Microsoft Level I, II and III Access classes.

*NOTE: 6 laptops available, first come first served; 6 additional seats available for those who bring their own laptops.

Excel Forecasting and Trend Analysis

Course Overview: With the complexity and risk of market and business forces today, forecasting resource, personnel, finance, and organizational performance has become very important. Managers need to make intelligent predictions regarding future sales, service delivery, and expense and revenue trends as part of developing their overall business strategy. Human resource requirements need to be based on accurate forecasts of the projected work and customer service needs. This workshop will help you to prepare forecasts that anticipate such things as employee acquisitions, training, office space, and material resource needs.

Learning Objectives: The main objectives of the course are to acquire the knowledge and skills regarding basic quantitative forecasting methods. By the end of the course, students will know the basics of designing and building forecasting models and how to add various types of Trend Lines.

Course Content:
- Where and how to use the basic quantitative forecasting technique
- How to prepare short and medium time range forecasts using the methods of trend analysis
- Autofill as growth trend
- Data Analysis ToolPak forecasting tools: Moving Average, Exponential smoothing, Regression analysis
- Functions: Average, Forecast, Correl, RSQ, Linear, Trend, Growth, Logest
- Graphing a Forecast and adding different types of trendlines
- Using Regression Analysis to Forecast Business Data Dimensions
  o   Simple Regression
  o   Polynomial Regression
  o   Multiple Regression
- Choosing a Regression Method
- Using Simple Regression on Linear Data
- Trend Analysis and Forecasting for a Seasonal Sales Model
- Using Simple Regression on Nonlinear Data
- Using Multiple Regression Analysis
- Measuring the Accuracy of a Sales Forecast and how to detect errors within the forecasts,

Who will benefit: Intermediate to experienced Excel users, including project managers, financial analysts, accountants, managers and administrators.

Prerequisites: You should meet the Level II prerequisites. You should be using Excel on a regular basis and have no difficulty creating formulas, constructing functions and creating charts. Basic knowledge of forecasting and trend analysis will be helpful.

*NOTE: 6 laptops available, first come first served; 6 additional seats available for those who bring their own laptops.

Excel Formula and Functions

This workshop deals with creating formulas and working with functions in Excel. Course material will apply to any version of Excel. If you currently use Excel and want to tune up or sharpen your skills in creating formulas and using functions, this is your class. This class will consist of an entire day of creating formulas and using functions. **A lot of this material is normally covered in Excel II. If you have already taken Excel II this material will largely be review.**

What topics are actually covered depends on the knowledge level of participating students. Topics covered include:

- When to use formulas
- Simple formula construction
- Using parentheses in formulas and the order of operations
- Nesting formulas within formulas
- Excel functions
- Function arguments
- Absolute references, Circular references
- Using the Paste function wizard
- Using functions and formulas to derive function arguments
- Data analysis functions
- Auditing

Students should bring questions, problems and examples. Personal examples will be dealt with as, and if, time permits.

Who can benefit: Employees who need a refresher workshop in Excel formula and function construction and usage.

*NOTE: 6 laptops available, first come first served; 6 additional seats available for those who bring their own laptops.

Excel Pivot Tables and Charts

Duration: 1 day
Date: May 19, 2014
Time: 9:00 – 4:00
Cost: $125.00 includes materials
Number of participants: *6 – 12
Facility: BET Training Center
Instructor: Greg Taillon

Course Overview: Pivot tables, charts and reports are powerful data analysis tools. If you currently use the Sort, Filter and Subtotal commands and manual functions to analyze data in medium to large spreadsheets, this course will show you how to create dynamic sheets and charts that automatically provide these sort, subtotal and filter functions.

A pivot table allows you to reorganize and summarize selected columns and rows of data. A pivot table doesn't actually change the spreadsheet itself. Instead, a pivot table allows you to reorganize the data in order to view it from different perspectives and then to create a summary of the data.

Learning Objectives: By the end of the course, the student will know the basics of creating and formatting both Pivot Tables and Pivot Charts. They will also be able to:

- Prepare an Excel data for use as a Pivot Table
- Creating a Pivot Table Report
- Adding, moving and deleting pivot table report fields
- Selecting a Page Field Item
- Refreshing a Pivot Table Report
- Changing the Summary Function
- Adding New
- Hiding and Unhiding Items
- Creating a Page Field Report
- Rearrange and formatting a pivot table report
- Creating a Pivot Chart Report
- Creating Interactive Pivot Tables
- Adding Fields to a Pivot Table Browser
- How to "pivot" column headings on the Pivot Table
- Apply filters on the elements of the Pivot Table and/or those columns listed in the Page Area
- Dynamically change a Pivot Chart Design and Display

Who will benefit: Intermediate to experienced Excel users, including project managers, financial analysts, accountants, business owners, and other business professionals who work with large amounts of data and need to analyze that data from many different perspectives without re-entering or rearranging.

Prerequisites: You should meet the Level II prerequisites, use Excel on a regular basis and have a solid working knowledge of spreadsheet construction, formula/function creation and chart building.

*NOTE: 6 laptops available, first come first served; 6 additional seats available for those who bring their own laptops.

Microsoft Access
2010 Basic: Level 1

Duration: 1 day
Date: May 14, 2014
May 16, 2014
Time: 9:00 - 4:00
Cost: $125.00 includes materials
Number of participants: *6-12
Facility: BET Training Center
Instructor: Greg Taillon

This course is designed for new users of Microsoft Access. Students will learn the basic skills required to begin using Microsoft Access and gain a general understanding of relational database concepts. Completion of this workshop provides participants with the skills required to perform basic database tasks using MS Access. Students will design and create databases, tables, queries, forms, and reports. Topics include:

- An introduction to databases and database terminology, tables and relationships
- An overview of access objects
- Table Design and creation
- Data entry rules
- Defining and using primary keys
- Creating table relationships
- Editing, finding, filtering and sorting data
- Creating Basic queries, defining criteria
- Creating and using simple forms
- Creating and using simple reports

Who can benefit: Employees using Access who need to learn how to create, use, and maintain databases; create forms; basic queries and reports.

Prerequisites: Basic knowledge of Windows XP, Windows Vista, or Windows 7/8

*NOTE: 6 laptops available, first come first served; 6 additional seats available for those who bring their own laptops.

Microsoft Access 2010
Intermediate: Level 2

Duration: 1 day
Date: March 17, 2014
June 9, 2014
Time: 9:00 - 4:00
Cost: $125.00 includes materials
Number of participants: *6-12
Facility: BET Training Center
Instructor: Greg Taillon

Students will learn the basic modes of database normalization and how to use complex query techniques, multiple criteria and logical operators, generate aggregate totals, use different query types (append, make-table, delete, Update, cross-tab, find duplicate, find unmatched), create efficient forms and reports, and create macros to automate their forms. Completion of this workshop provides participants with the skills required to create databases and design database queries, forms and reports using MS Access. Topics include:

- Database normalization and Table design
- Working with multiple tables, table relationships and referential integrity
- Modifying table design and Creating lookup fields
- Creating complex select queries and using the query properties window
- Joining tables in queries
- Using functions and computations in queries
- Using statistical computations in queries
- Creating calculated fields in queries
- Creating multi-table queries
- Advanced form design: Adding unbound controls, graphics, combo boxes & Advanced form types
- Reports and printing: Customized headers and footers, Printing. Labels, Charts
- Creating Dynamic Reports using PivotTable and PivotChart views

Who can benefit: All employees who need to either enhance existing or develop new Access Database applications. Also students who need advanced training in the design of Microsoft Access tables, queries, forms and reports.

Prerequisites: Access-2010 Level 1 or equivalent experience. Comfortable use of the Access-2010 interface.

*NOTE: 6 laptops available, first come first served; 6 additional seats available for those who bring their own laptops.

Microsoft Access 2010
Advanced: Level 3

Duration: 1 day
Date: April 7, 2014
Time: 9:00 - 4:00
Cost: $125.00 includes materials
Number of participants: *6-12
Facility: BET Training Center
Instructor: Greg Taillon

This course provides a more detailed overview of the Access database management system. Completion of this workshop provides participants with the advanced skills required to create and work with complex forms and reports, amd to create macros and switchboards. Topics include:

- Querying with SQL
- Creating advanced queries using joins
- Advanced queries: Crosstab queries, Parameter queries
- Using action queries (Make Table, Update, Delete, Append)
- Working with simple and advanced macros
- Using hyperlink fields
- Importing and exporting data into/out of Access
- Linking database objects
- Database management: Optimizing resources, Protecting databases, Setting options and properties

Who can benefit: All employees who need advanced training in Microsoft Access.

Prerequisites: Access 2010: Level 2 or equivalent experience. Ability to create basic tables, queries, forms and reports. Ability to change database object properties. Comfortable use of the Access-2010 interface.

*NOTE: 6 laptops available, first come first served; 6 additional seats available for those who bring their own laptops.

Microsoft Excel 2010
Basic: Level 1

Duration: 1 day
Date: March 24, 2014
April 21, 2014
Time: 9:00 - 4:00
Cost: $125.00 includes materials
Number of participants: *6-12
Facility: BET Training Center
Instructor: Greg Taillon

This workshop is designed for new users of Microsoft Excel and introduces participants to the basic skills required to use MS Excel. Completion of this workshop provides participants with the skills required to perform basic spreadsheet tasks. Topics covered include:

- Entering and editing formulas
- Working with pictures
- Saving and updating workbooks
- Modifying a worksheet
- Moving and copying data
- Moving and copying formulas
- Absolute and relative references
- Inserting and deleting ranges, rows, and columns
- Using functions
- AutoSum, AutoEntry, AutoCorrect, and the AutoFill
- Using AVERAGE, MIN, MAX, COUNT and COUNTA
- Formatting: Text, Row & Column, Number and Conditional formatting
- Printing: Spell Check, Page Setup options
- Charts: Chart basics, Formatting charts
- Managing large workbooks: Viewing, Printing, Working with multiple worksheets
- Graphics and screenshots: Conditional formatting with graphics, SmartArt graphics, Screenshots

Who can benefit: All employees who need to learn basic worksheet skills and how to work with worksheet data in any version of MS Excel.

Prerequisites: Basic knowledge of Windows-XP, Vista or 7/8 or equivalent experience

*NOTE: 6 laptops available, first come first served; 6 additional seats available for those who bring their own laptops.

Microsoft Excel 2010
Intermediate: Level 2

Participants in this intermediate course will learn to use the more powerful features of Microsoft Excel. Topics covered include:

- Using multiple worksheets and workbooks
- Creating 3-D worksheets
- Linking and Managing workbooks
- Advanced formatting: Special number formats, Text formats, Styles, Themes
- Outlining, consolidating and subtotals
- Creating, Managing and Using Cell and range names
- Tables: Sorting and filtering data, Advanced filtering, Working with tables
- Web and sharing features: Saving workbooks as Web pages, Using hyperlinks, Sharing workbooks
- Advanced charting: Chart formatting options, Combination charts, Graphical elements
- Documenting and auditing: Auditing features, Comments, Protection
- Templates and settings: Changing application settings, Creating and Using templates
- PivotTables and PivotCharts: Rearranging, Formatting and Using PivotTables/PivotCharts

Who can benefit: All employees who need training in regards to formula and function usage as well as developing more functional spreadsheet applications.

Prerequisites: Excel 2010: Basic or equivalent experience. The main emphasis in this class is complex formula/function construction. The class provides extensive hands-on experience creating more complex and nested functions. You must have a good understanding of basic formula and function construction. You must be able to: Use the AVERAGE, SUM, MIN, MAX, and COUNT, COUNTA basic functions; Save, open, and print Excel files; Insert, delete, move, and resize rows, columns, and cells; Create, delete, and rename worksheets; Format worksheets, including fonts, sizes, colors, borders, shading, and headers and footers.

*NOTE: 6 laptops available, first come first served; 6 additional seats available for those who bring their own laptops

Microsoft Excel 2010
Advanced: Level 3

Participants in this advanced level course will learn to use logical and statistical functions, database functions, data tables, data analysis tools, how to apply validation, and how to construct macros. Topics covered include:

- Logical, math and statistical functions
- Financial and date/time functions, Array formulas
- Displaying and printing formulas
- Lookups and data tables: Using lookup functions, Using MATCH and INDEX, Data tables
- Advanced data management: Validating cell entries, Exploring database functions
- Exporting and importing: Exporting and importing text files, Getting external data
- Analytical tools: Goal Seek, Solver, Analysis ToolPak, Scenarios
- Macros and custom functions: Run & record a macro, UsingVBA code, Creating functions

Who can benefit: All employees who need advanced training in Excel, especially in regards to list management functions and using data analysis tools.

Prerequisites: Excel 2010: Intermediate or equivalent experience

*NOTE: 6 laptops available, first come first served; 6 additional seats available for those who bring their own laptops

Microsoft Excel 2010 VBA Programming: Level 4

Duration: 1 day
Date: April 1, 2014
Time: 9:00 - 4:00
Cost: $125.00 includes materials
Number of participants: *6-12
Facility: BET Training Center
Instructor: Greg Taillon

Participants in this advanced level course will learn the constructs of the Visual Basic for Applications programming language. Objects, Collections, Properties, Methods and Events will be discussed and understood by the participant. The ability to create custom functions, recorded and coded macros will be learned. Topics covered include:

- Visual Basic Editor
- Visual Basic for Applications language
- Object programming
- Using the Object Browser
- Programming basics
- Data basics, Scope of variables, Scope of procedures
- Control structures: Decision structures and Loop structures
- Custom dialog boxes: User forms, Events
- Debugging and error handling: Errors, Debugging, Error handling

Who can benefit: Experienced Excel users who want to gain the skills necessary to create macros, automate tasks or design their own custom Excel functions. If you are going to take the Access VBA course, this workshop would be useful for that class.

Prerequisites: Excel 2010: Advanced or equivalent experience. You will get the most of this course if you have a firm understanding of Excel formula/function construction, have solid experience using Excel and understand typical Excel behavior.

*NOTE: 6 laptops available, first come first served; 6 additional seats available for those who bring their own laptops

Microsoft Office 2010 New Features

Duration: 1 day
Date: March 31, 2014
Time: 9:00 - 4:00
Cost: $125.00 includes materials
Number of participants: *6-12
Facility: BET Training Center
Instructor: Greg Taillon

This workshop will provide a working understanding of the Office Ribbon interface and an overview of the New Features in Office-2010 Excel, Word, PowerPoint and Outlook. Topics Covered include:

- Office 2010 interface: Ribbon, Live Preview, Dialog Box Launcher, Quick Access Toolbar, Backstage view
- New Word features: Formatting options, Navigation pane
- New Excel features: Sparklines, PivotTables Data Slicers, PivotCharts changes
- New PowerPoint features: Reading view, Sections, Media clips, Animations, Broadcasting a slide show online
- New Outlook features: Outlook 2010 interface, Conversation management, Quick Steps, The People Pane

Who can benefit: Anyone who has upgraded from Office-2000, 2002, 2003 or needs an overview of the new features in the Office-2010 product suite.

Prerequisites: Basic knowledge of Windows XP, Windows Vista, or Windows 7; and some basic knowledge of Word, Excel, PowerPoint and Outlook or equivalent experience

*NOTE: 6 laptops available, first come first served; 6 additional seats available for those who bring their own laptops

Microsoft PowerPoint 2010
Basic: Level 1

Duration: 1 day
Date: June 23, 2014
Time: 9:00 - 4:00
Cost: $125.00 includes materials
Number of participants: *6-12
Facility: BET Training Center
Instructor: Greg Taillon

This workshop is designed for new users of Microsoft PowerPoint and introduces participants to the basic skills required to use Microsoft PowerPoint. Completion of this workshop provides participants with the skills required to create basic PowerPoint presentations. Topics covered included:

- Getting started ; PowerPoint window, Getting Help
- New presentations: Creating & Saving presentations, Rearrange/delete slides, Slides from other presentations
- Formatting slides: Formatting text, paragraphs
- Using drawing objects: Adding shapes, Modifying objects, Using text in objects
- Working with graphics: WordArt, Pictures, Clip art
- Using tables and charts: Tables, Charts, Diagrams
- Modifying presentations: Templates and themes, Slide masters, Transitions and timings, Speaker notes, Slide shows
- Proofing and delivering presentations: Proofing, Running, Printing presentations

Who can benefit: Any employee who needs to create presentations

Prerequisites: Basic knowledge of Windows-XP, Vista or 7/8 or equivalent experience

*NOTE: 6 laptops available, first come first served; 6 additional seats available for those who bring their own laptops

Microsoft PowerPoint 2010
Advanced: Level 2

This workshop is designed for users of Microsoft PowerPoint and introduces participants to the additional PowerPoint functions and tools. Topics covered included:

- Customizing PowerPoint: Application settings. The Ribbon, Custom themes
- Using graphics and multimedia: Clip art, Media clips, Animations, Photo albums
- Customizing SmartArt graphics, tables, and charts
- Action buttons, custom slide shows, & equations: Interactive elements, Custom slide shows, Equations
- Distributing presentations: Using comments, Finishing a presentation, Distributing presentations, Broadcasting a slide show online
- Integrating Microsoft Office files: Build slides from Word outlines, Embed and link content, hyperlinks

Who can benefit: Experienced PowerPoint users who want to gain the skills necessary to create advanced PowerPoint presentations.

Prerequisites: PowerPoint 2010: Basic or equivalent experience

*NOTE: 6 laptops available, first come first served; 6 additional seats available for those who bring their own laptops

Microsoft Project 2010
Basic: Level 1

This workshop will provide a basic understanding of project management using Microsoft Project 2010. No prior knowledge of this package is required, although knowledge of project management concepts is preferred. This level covers the first two phases of a Project Life Cycle: Plan Tasks and Assign Resources. Topics covered include:

- Getting started: Project management concepts, Project window, Project files, Help window
- Tasks: Creating a task list, Modifying a task list, Work Breakdown Structure
- Task scheduling: Task links, Task relationships, Task options
- Resource management: Base calendar, Resources and calendars, Project costs
- Views and tables: Working with views, Working with tables
- Filters, groups, and sorting: Filters, Groups, Sorting tasks and resources
- Finalizing the task plan: Finalizing schedules, Handling resource conflicts

Who can benefit: Anyone who would like better control over management issues such as project management, resource allocation, and time management.

Prerequisites: Basic knowledge of Windows-XP, Vista or 7/8 or equivalent experience. You will get the most of this course if you have some knowledge of project management concepts.

*NOTE: 6 laptops available, first come first served; 6 additional seats available for those who bring their own laptops

Microsoft Project 2010
Advanced: Level 2

Duration: 1 day
Date: April 28, 2014
Time: 9:00 - 4:00
Cost: $125.00 includes materials
Number of participants: *6-12
Facility: BET Training Center
Instructor: Greg Taillon

In the Microsoft Project 2010: Level 2 course, you will learn how to track and modify a project that is in progress. Specifically, you will create a baseline plan and track an active project; manage tasks that will occur in the future and work with resource needs; customize Microsoft Project and work with data in other applications; and work with resource pools and consolidated projects. Topics covered included:

- Using templates and importing data: Using Templates, Creating projects from other programs
- Managing a project: Setting baselines. Updating an active project, Monitoring progress
- Analyzing and adjusting the plan: Analyzing the plan, Delays and conflicts, Team Planner view
- Working with reports: Standard reports, Visual reports
- Customizing Project: Custom views, Macros, Gantt chart formatting, Custom fields
- Managing multiple projects: Consolidating and sharing projects, Sharing resources among projects
- Exchanging project information: Collaboration, Hyperlinks, Exporting to Office applications

Who can benefit: Anyone who is currently using MS Project to manage projects.

Prerequisites: Project 2010: Basic or equivalent experience. You will get the most of this course if you have some knowledge of project management concepts. You must have previous experience with Microsoft Project or have taken Microsoft Project Level 1

*NOTE: 6 laptops available, first come first served; 6 additional seats available for those who bring their own laptops

Microsoft Publisher 2010
Basic: Level 1

Microsoft Publisher 2010 is an easy to use, flexible program for creating newsletters, brochures, business cards, postcards, flyers, among others for print, e-mail, and the Web. In this course, you will look at how to create a publication from scratch or use one of the hundreds of business and personal designs available in Publisher. Topics covered included:

- Getting started: Publisher interface, Navigation and selection techniques, Publisher Help
- Basic publications: Publication basics, Object positioning
- Multi-page publications: Multi-page layouts, Master pages
- Working with text: Text box linking, Paragraph formatting
- Tables: Table basics, structure, formatting
- Layout and design techniques: Text boxes, Graphics adjustments, Stacking and grouping objects
- Finalizing publications: Publication output, Print preparation

Who can benefit: Experienced Excel users who want to gain the skills necessary to create macros.

Prerequisites: Basic knowledge of Windows-XP, Vista or 7/8 or equivalent experience.

*NOTE: 6 laptops available, first come first served; 6 additional seats available for those who bring their own laptops

Microsoft Word 2010 Basic: Level 1

This course is designed for new users of Microsoft Word. This workshop introduces participants to the basic skills required to use MS Word. Completion of this workshop provides participants with the skills required to perform basic word processing tasks. Topics covered included:

- Getting started: Word window, New documents, Word Help
- Navigation and selection techniques: Document navigation, Selection techniques
- Editing text: Working with text, Using Undo and Redo, Cutting, copying, and pasting text
- Formatting text: Character, Paragraph & Automatic formatting, Tab settings, Paragraph spacing/indents
- Tables: Creating tables, Working with table content, Changing the table structure
- Page layout: Headers and footers, Margins, Page breaks
- Proofing and printing documents: Spell & Grammar Check, AutoCorrect, Finding & replacing text, Printing documents, PDF documents
- Graphics: Adding graphics and clip art, Working with graphics

Who can benefit: All employees who need to learn the basic skills necessary to begin using Word

Prerequisites: Basic knowledge of Windows-XP, Vista or 7/8 or equivalent experience

*NOTE: 6 laptops available, first come first served; 6 additional seats available for those who bring their own laptops

Microsoft Word 2010
Intermediate: Level 2

Duration: 1 day
Date: June 6, 2014
Time: 9:00 - 4:00
Cost: $125.00 includes materials
Number of participants: *6-12
Facility: BET Training Center
Instructor: Greg Taillon

This workshop is designed for users of Microsoft Word-2010 and introduces participants to the additional Word functions and tools. Topics covered included:

- Styles and outlines: Examining, Creating & Modifying styles, Working with outlines
- Sections and columns: Creating and formatting sections, Working with columns
- Formatting tables: Table formatting basics, Borders and shading, Table data, Table styles
- Printing labels and envelopes: Labels, Envelopes
- Templates and building blocks: Template basics, Building blocks, Document properties
- Graphics: Creating diagrams, Using the Drawing tools, Formatting text graphically
- Managing document revisions: Tracking changes, Working with comments
- Web features: Web pages, Hyperlinks

Who can benefit: Experienced Word users who want to gain advanced skills to create advanced Word Documents and have the need for using advanced formatting tools.

Prerequisites: Word 2010: Basic or equivalent experience

*NOTE: 6 laptops available, first come first served; 6 additional seats available for those who bring their own laptops

Structured Query Language (SQL)

The course teaches students SQL syntax and keywords and then allows them to practice the SQL statements in queries using MS-Access SQL View. This workshop will present database concepts and practical use of Standard Query Language (SQL). The class will focus on SQL querying techniques. No prior knowledge of this package is required, although knowledge of basic database concepts is preferred.

Everything you learn here will be ANSI SQL compliant and should work with most SQL databases such as Oracle, SQL Server, MySQL, MS Access, Informix, Sybase, or any other ANSI SQL compliant database.

Main topics covered include (student familiarity and ability will dictate the actual topics covered):

- SQL Environment
- Terminology
- Procedural Versus Declarative Languages
- Front Ends/Back Ends and Connecting the Front and Back Ends
- The Human Roles in a DBMS
- When to Use SQL
- Section Two: SQL Basics and Language Overview
- Table Basics
- Creating Tables
- Selecting Data
- Inserting into a Table
- Updating, Modifying and Deleting Records
- Drop a Table
- SELECT Statement
- Aggregate Functions
- GROUP BY, HAVING, Where and ORDER BY clauses
- Combining Conditions and Boolean Operators
- Conditional (IN, BETWEEN) and Mathematical Operators
- Table Joins

Who can benefit: Anyone who would like a working knowledge of both standard and advance Database Queries and Structures utilizing Standard Query Language (SQL). Potential students include Access power users, end users, and developers of data access methods.

Prerequisites: Previous experience using XP or more recent version. You will get the most of this course if you have some knowledge of MS-Access. Access I and II courses recommended.

FAQ's for BET Catalog

Class Confirmations regarding classes
If you are accepted into a Computer class Cindy Jones will send information regarding the class approximately two weeks prior to the class date. If you have any issues regarding attending a class after you have registered please contact Cindy at
271-1434 or Cynthia.jones@nh.gov and she will work with you to reschedule.

If there is no space in the class upon receiving your registration form or another issue Cindy will call you quickly to reschedule to another class date or discuss other options with you.

Casual Attire
Casual attire is permissible for full day classes. Please keep in mind your agency rules regarding casual attire but know that if you wish and it is acceptable for your agency you may dress more casually for a training class (i.e. jeans).

Timeframe for Classes
All BET classes, including NH First classes, are scheduled from 9am to 4pm unless otherwise noted.

Housekeeping Items
Trainers will discuss various "housekeeping" items at the beginning of each class. This includes location of restrooms, break and lunch periods.

Inclement Weather
BET classes will be cancelled if the public schools in Concord are closed. If you are commuting from an area where travel conditions are unsafe, please don't put yourself at risk to attend class. Contact the instructor or Cindy Jones to make up the class at another time.
Cancellation of class **DOES NOT** mean you are released/excused from work that day. Be sure to follow your agency/municipality/district policy regarding leave from work if you are staying home due to travel concerns. For example, state employees may use annual time under Article 10.9 of the CBA in the event of inclement weather.

Materials for Class
Depending on the class, materials will be provided at training or you will be sent information with your notice regarding training if material needs to be downloaded in preparation for training. Please pay attention to any attachments; this will often have material that needs to be downloaded for the class.
It is a good practice to bring a notebook or notepad for note taking and writing implements as well as hi-lighters. Most students find this preparation helps during class.

Directions to Class Site
Directions to class sites are usually indicated in the notice of class to the participants.
The BET catalog also has directions to the usual class locations.

Computer Classes
Seating in the computer classes is limited. Please keep this in mind as you register for classes. Requesting class attendance with minimal notice is usually going to result in being told the class is full. ***Please do not show up for class unless you have received notice from BET regarding the class.***

Directions to Training

BET Training Center: 130 Pembroke Road Concord
From **I-93 coming north**, take **exit 14**. At the bottom of the ramp, turn right toward Loudon Road. Go over the bridge and past the Everett Arena. Proceed to the set of lights at the top of the hill. Go straight through the lights and take your first **right** onto Blodgett Road (turn is just **after** Colebrook Savings Bank and just **before** Wendy's Restaurant), which becomes Pembroke Road as soon as you go around the corner. Follow Pembroke Road past the Concord Christian Academy (formerly Centennial Senior Center) and take the first right onto Chenell Drive. The training center is the first building on the left. We are located on the 2nd floor.
From **I-93 going south**, take **exit 14**. At the bottom of the ramp, turn left toward Loudon Road. Go straight over the bridge and past the Everett Arena. Proceed to the set of lights... (see directions above).
From **Route 4** take **Route 106 South** past the Steeplegate Mall. At the first set of lights, turn right onto Pembroke Road and follow about ½ mile. Turn left onto Chenell Drive.

Note: Some BET classes will be held at 64 South St. Concord, and various other locations. Directions will be provided to class participants.

Registration Policy

- Bureau of Education & Training classes are for all state, county, and municipal employees. Registration is on a first-come, first-served basis.

- To apply, please complete each section of a Bureau of Education and Training registration form and obtain required signatures. For courses with fees, follow the REGISTRATION SCHEDULE on the next page.

  If your department is paying for you to attend a course, it is important that a copy of your registration form be forwarded to your payroll officer to ensure that payment is made.

- BET limits class sizes to ensure participants have the best possible learning experience. Therefore, we may not be able to accept everyone who applies for a class. Applicants who are not admitted to a class are placed on a waiting list and given preference for the same class at a later date.

- Training sessions must have a minimum number of participants. In the event that less than the minimum are enrolled, the session will be canceled and anyone registered will be notified either in writing or by phone.

- Applicants will be notified of enrollment status approximately 7 days prior to the start of the course. If you have not heard from BET by that time, please call 271-1434.

- Being admitted to a class means BET is holding a place for you. If you find that you cannot attend, please let BET know as soon as possible.

- BET wishes to provide equal training opportunities to all participants. This includes providing equal access to training facilities. Please let us know, _in advance_, if you require any special needs so that appropriate accommodations can be made.

- It is your responsibility to follow your agency or organization's registration policy

NOTE: Your agency may have additional registration procedures. Please check with your supervisor for more information regarding registering for programs.

Registration Form
BUREAU of EDUCATION & TRAINING

Please review the Registration Policies on the previous page.

<u>**State Agencies:**</u>

- **PLEASE DO NOT PROCESS PAYMENT UNTIL AN INVOICE HAS BEEN RECEIVED.**
- Once an invoice is received, process payment on an intra-governmental payment voucher (PV) using the following information: **NH First Vendor Code #177875 and location is B003.**
- The ***Invoice number must be input on the invoice field*** when processing payment through NH First.
- Please include the participant's name and the course name under invoice description.

<u>**Counties, municipalities, and employees paying for their own courses:**</u>
Attach to the registration form a check made payable to **Treasurer, State of NH** and forward to: Bureau of Education and Training, 28 School St., Concord, NH 03301.
Payment must accompany registration form.

Bureau of Education and Training Registration Form

Return to: Bureau of Education & Training
New Hampshire Division of Personnel
28 School Street, Concord, NH 03301
Fax: (603) 271-1422

YOU MAY PHOTOCOPY THIS FORM.

CourseTitle: _____

Course Date(s): _____   **Cost:** _____

Name: _ _____**Work Phone #:**_____
(Please print name as it should appear on Certificate of Completion)

If you need accommodations to participate in this course please contact Cynthia.jones@nh.gov.

Department/Organization: _____**Division:** _____

Work Address: _____

Email Address: _____

Name of Supervisor: _____

Have you met the prerequisite(s) for this course, if any?   Yes ☐ No ☐ N/A ☐

FOR COMPUTER COURSES ONLY:

Will you bring <u>your own laptop with Microsoft 2010</u> to computer training?   Yes ☐ No ☐

PLEASE NOTE: *It is your responsibility to attend <u>all</u> class sessions or notify BET of a replacement. For courses longer than one day, the person enrolled in the first session must attend all class sessions; classes cannot be split between individuals.* ***Call 271-1434 at least <u>five</u> working days prior to the start of your course to notify BET of any change.***

EMPLOYEE SIGNATURE: _____ **DATE:** _____
Revised 3-2-14